

REMARKS

Claims 1, 5, 9-13, and 17 are amended. Claims 7-8 and 15-16 were previously canceled without prejudice or disclaimer. No new matter is added by these amendments. Claims 1-6, 9-14, and 17-20 are pending. By amending and canceling the claims, applicants are not conceding that the claims are unpatentable over the art cited by the Examiner and are not conceding that the claims are non-statutory under 35 U.S.C. 101 and 102, as the claim amendments are only for the purpose of facilitating expeditious prosecution. Applicant respectfully reserves the right to pursue these and other claims in one or more continuation and/or divisional applications. Applicant respectfully requests reconsideration and allowance of all claims in view of the amendments above and the remarks that follow.

Claim Rejections under 35 U.S.C. 101

Claims 9-12 are rejected under 35 U.S.C. 101 for being "directed to non-statutory subject matter." Claims 9-12 are amended to recite a computer-readable storage medium, which is statutory.

Rejections under 35 U.S.C. 102

Claims 1-20 are rejected under 35 U.S.C. 102(b) as unpatentable over Teper (U.S. Patent 5,815,665). Applicant respectfully submits that the claims are patentable over Teper because Teper does not teach or suggest all elements of the claims for the reasons argued below.

Claim 1 recites: "the first problem comprises the status of one of the plurality of jobs in the computer system." In contrast, Teper at column 4, lines 2-8 describes "(1) user-specified preferences ... (2) the geographic region ... in which the user resides, or

(3) the configuration of the user's computer," none of which teach or suggest a problem that is a status of a job in a computer system, as recited in claim 1.

Teper at Fig. 1 describes a client application 42, a brokering client 44, a server application 52, a brokering server 54, and a brokering agent 62, but none of these Teper elements are monitored for status, so Teper does not teach or suggest "monitoring status of a plurality of jobs in a computer system," as recited in claim 1.

Teper at column 11, lines 45-49 describes a user requesting to purchase a service and requesting a download of a software program, but, Teper does not recognize any problem that the user might be experiencing that would cause the user to want to purchase service or request a download. Thus, Teper does not teach or suggest "finding an on-demand task associated with the first problem, wherein the on-demand task addresses the first problem, and wherein the on-demand task is more helpful than a current task, and wherein the finding further comprises searching a list of a plurality of on-demand tasks and a plurality of associated respective problems that each of the plurality of on-demand tasks addresses and determining that the first problem is found in the list," as recited in claim 1.

Thus, Teper does not teach or suggest all elements of claim 1. Independent claims 5, 9, 13, and 17 include similar elements as argued above for claim 1 and are patentable over Teper for similar reasons. Claims 2-4, 6, 10-12, 14, and 18-20 are dependent on claims 5, 9, 13, and 17, respectively, and are patentable for the reasons argued above, plus the elements in the claims.

Conclusion

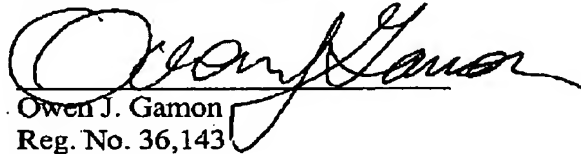
Applicant respectfully submits that the claims are in condition for allowance and notification to that effect is requested. The Examiner is invited to telephone Applicant's attorney (651-645-7135) to facilitate prosecution of this application.

If necessary, please charge any additional fees or credit overpayment to Deposit Account No. 09-0465.

Respectfully submitted,

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